

**Program Policy Information**  
**Hours are 8:00 a.m. to 5:00 p.m. Monday - Friday**

Contact	Information Available	Special Instructions
Department of Public Health and Human Services Child and Adult Health Resources Division P.O. Box 202951 1400 Broadway Helena, MT 59620-2951 (406) 444-4540  (Includes Children's Mental Health Services)	<ul style="list-style-type: none"> <li>• Answers to policy questions</li> <li>• Timely filing appeals</li> </ul>	<ul style="list-style-type: none"> <li>• For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter of the <i>General Information For Providers</i> manual.</li> <li>• For general Medicaid inquiries by clients, call the Montana Medicaid Help Line at (800) 362-8312.</li> <li>• For PASSPORT questions by providers call the Provider Help Line at (800) 624-3958 or (406) 442-1837 outside Montana.</li> </ul>
Mental Health Services Bureau Addictive and Mental Disorders Division 555 Fuller Avenue P.O. Box 202905 Helena, MT 59620-2905 (406) 444-3964	Answers to mental health services policy questions	<ul style="list-style-type: none"> <li>• For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter of the <i>General Information For Providers</i> manual.</li> </ul>
Chemical Dependency Bureau Addictive and Mental Disorders Division 555 Fuller Avenue P.O. Box 202905 Helena, MT 59629-2905 (406) 444-3964	Answers to chemical dependency services policy questions	<ul style="list-style-type: none"> <li>• For Medicaid claims questions call (800) 624-3958 or (406) 442-1837.</li> <li>• For information on the Medicaid Chemical Dependency Program, call (406) 444-3964</li> <li>• For Chemical Dependency Bureau - State Paid Substance Dependency/Abuse program information, provider enrollment, or prior-authorization and continued stay authorization, call (406) 444-3964.</li> <li>• For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter.</li> </ul>
Senior and Long Term Care Division 111 Sanders, Room 210 P.O. Box 4210 Helena, MT 59604 (406) 444-4077	Answers to policy questions regarding: <ul style="list-style-type: none"> <li>• Aging issues</li> <li>• Home and community based services</li> <li>• Nursing facility services</li> </ul>	<ul style="list-style-type: none"> <li>• For claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For client eligibility see the <i>Verifying Client Eligibility</i> table in the <i>Client Eligibility and Responsibilities</i> chapter.</li> </ul>
Children's Health Insurance Plan (CHIP) Department of Public Health and Human Services P.O. Box 202951 Helena, MT 59620-2951 (877) 543-7669	<ul style="list-style-type: none"> <li>• Answers to policy questions</li> <li>• Answers to enrollment questions</li> <li>• Waiting list inquiries</li> </ul>	<ul style="list-style-type: none"> <li>• For information about becoming a Blue CHIP medical provider, contact BlueCross BlueShield at (406) 447-8787.</li> <li>• For medical claims information contact BlueCross BlueShield at (800) 447-7828 x8647</li> <li>• For dental provider enrollment questions or changes contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> <li>• For dental and eyeglass claims information contact Provider Relations at (800) 624-3958 or (406) 442-1837.</li> </ul>
Human & Community Services Division 1400 Broadway P.O. Box 202952 Helena, MT 59620-2952 (406) 444-1788	<ul style="list-style-type: none"> <li>• Answers to Medicaid eligibility policy questions by providers or clients</li> </ul>	<ul style="list-style-type: none"> <li>• For information on covered services, see Appendix A, <i>Covered Services</i>, or refer to the specific provider manual.</li> </ul>